

**APPENDIX D**  
**FACILITY PROGRAMS**

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## COMMUNITY REHABILITATION PROGRAMS

Community Rehabilitation Programs (CRP's) are one resource available to DCRSA as it develops services to meet identified and anticipated individual's needs. Planning for the Agency's use of Community Rehabilitation Programs, therefore, is integrated with the Agency's general planning about how to use its financial resources. Planning for the utilization of Community Rehabilitation Programs services must be coordinated with VR case service planning and must be related to services provided by Rehabilitation Counselors of DCRSA.

### GOAL OF THE COMMUNITY PROGRAM DEVELOPMENT SECTION

The goal of the DCRSA Vocational Rehabilitation Services Division is to identify the individual service needs which can most appropriately be met through the purchase of services from non-profit Community Rehabilitation Programs (CRP's). Once these needs are defined the VRSD, in coordination with contracting CRP's develops, and updates, as needed, an annual comprehensive certification document. This certification document (DCRSA Standards for Community Rehabilitation Program Certification) establishes benchmark standards and guidelines that must be followed by all contracting parties to assure the timely provision of quality rehabilitative services to eligible consumers.

In keeping with the provisions of the DCRSA Standards for Community Rehabilitation Program Certification, the Office of Quality Assurance and Federal Compliance coordinates and conducts comprehensive annual DCRSA Certification Reviews of statewide CRP's, and completes numerous on-site visits to assure on-going program compliance with established certification standards. The VRSD also negotiates, and approves annual Professional Services Contracts between DCRSA and CRP's, processes and authorizes monthly compensation payments to CRP's, provides continuous fiscal and programmatic oversight of contract guidelines, and provides technical assistance as indicated to contracting CRP's.

The primary goal of DCRSA in contracting with CRP's is to secure time-bound, community based; vocationally oriented services leading to competitive employment within integrated work environments.

The following definitions apply to consumer services in community rehabilitation programs:

**Community Rehabilitation Program (CRP)** - a work-oriented habilitation or rehabilitation program with a controlled working environment and individual vocational goals, which utilizes planned goal-directed work experience and related services for assisting an individual with a disability to progress toward independent living and a productive vocational status.

**Assessment** - an investigative process directed towards identifying and measuring the clients work related behaviors in order to determine the need for placement or additional rehabilitation services.

**Work Adjustment** - a system of goal-directed services or groups of services directed toward enhancement of the client's job seeking and job-keeping skills that facilitate movement toward a satisfactory vocational placement.

**Extended Services** - training provided over an extended period of time for individuals who appear employable and are in need of continued adjustment services. Individualized plans utilize social casework and adjustment services which are goal-directed and which maximize the individual's vocational, educational, personal, and social functioning.

**Competitive Employment** - refers to work in the competitive labor market that is performed full or part time in an integrated setting, and for which an individual is compensated at or above the minimum wage, or at a higher prevailing wage for the same or similar work in the local community performed by individuals who are not disabled.

**Sheltered Employment** – refers to the long-term employment of an individual with a disability within a CRP. This individual is non-agency sponsored, and is considered to be an employee of the CRP. Sheltered employees in CRP's are typically paid at less than minimum wage depending on their productivity, and in accordance with special Department of Labor, Wage and Hour Division guidelines.

**Supported Employment** - means paid work in a variety of integrated settings, particularly regular work sites, especially designed for individuals with significant disabilities, irrespective of age or vocational potential (a) for whom competitive employment at or above the minimum wage has not traditionally occurred, and (b) who, because of their disability, need intensive ongoing post-employment support.

Specifically, significantly disabled employees in a supported employment setting must:

- 1) Be engaged in employment paid at or above minimum wage;
- 2) Need and be provided continuous high intensity, or periodic ongoing, support services in order to maintain employment including support and assistance provided to employers; and
- 3) Be provided opportunities during the workday to integrate with non-disabled individuals other than those providing direct support services to the employee.

Some types of supported employment are:

**Job Coach** - The trained job coach develops the job in industry, matches the individual to the job, trains the individual on the job until performance criteria are met and provides follow-up support to the individual as long as necessary.

**Enclave** - A group of significantly disabled persons (eight or less) perform work within a

company. Work performed is the same amount and type as other employees and are guaranteed. Pay is commensurate.

**Mobile Work Crew** - A small group (five or less) and a supervisor work in regular industry. Typically, service occupations lend themselves to the crew approach.

**Entrepreneur** - Establishes a small business, which employs both persons with significant disabilities and persons without disabilities.

**Bench Work** - Specific to electronics assembly. Small, single purpose, not-for-profit corporation provides employment and related services for up to 15 individuals.

## **ADMISSION PROCEDURES**

Prior to admission, the following information will be submitted:

- 1) A Counselor's cover letter authorizing up to a ten (10) day CRP Assessment which contains:
  - A. The questions to be addressed during assessment;
  - B. The Counselor's impression of the client's aptitudes, interests, attitudes, and suggestions as to work tryout areas;
  - C. A comprehensive summary of medical, psychological, social, educational, and vocational assessment/evaluation results and an interpretation of how these results may influence CRP services; and
  - D. A statement informing the CRP personnel that if more complete information is needed, it is available for review from the file in the local rehabilitation office.
- 2) Copies of medical/psychological reports, which verify consumer's disability in accordance with the Department of Labor, Fair Labor Standards Act.
- 3) Copy of Client Referral and Survey Information Form (RS-4).

If the CRP accepts the individual into their program for the 10-day assessment, an Admission Cover Letter Voucher (RS-347) will be sent to Vocational Rehabilitation Services Division.

The CRP case manager is required to complete an assessment plan to facilitate the client's orientation into the program and to specify how the questions formulated by Counselor will be answered. The CRP case manager will provide the VR Counselor a written report of the findings of the initial assessment. The report will contain the answers to the questions addressed and the case manager's recommendations concerning further services needed by the individual. If Work Adjustment is recommended, the CRP case manager will submit a written work adjustment plan for the VR Counselor's review/approval. It will be necessary for the VR Counselor to maintain contact with the CRP staff in order to provide input and to be assured the authorized services are being provided.

## **WORK ADJUSTMENT**

A client may enter Work Adjustment when assessment is completed and the Counselor reviews/approves a work adjustment plan which contains the following:

- 1) Documentation showing the individual was involved in plan development;
- 2) A clearly stated justification for recommending this phase of services, along with a listing of appropriate goals and objectives to be attained. Goals/objectives will be stated in terms of competitive employment, sheltered employment (least desirable), supported employment, or other training, i.e., vocational technical school, on-the-job training, or any other specific vocational skills training.
- 3) Program goals stated in terms of how the overall goal will be achieved (these are stated behaviorally and define what the individual will be doing when the goal is reached);
- 4) Measurable objectives leading toward achievement of each program goal;
- 5) Target dates for completion of all goals and objectives;
- 6) Name of the CRP case manager who has the responsibility to coordinate the rehabilitative process, make reports, and amend the plan when necessary.

The Counselor will authorize up to 60 days actual attendance for Work Adjustment by completing the Authorization for Adjustment Services (RS-315). Copies of the RS-315 will be maintained in the individual's file.

Consumers may exit the Work Adjustment Program prior to completing the 60 days if the client achieves his/her rehabilitation goal. If an individual drops out of the Work Adjustment Program, he/she may be readmitted as long as they have eligible days remaining in the Work Adjustment Program. If the individual is officially discharged by the CRP, the individual may be readmitted by the Counselor completing a new RS-315. For funding purposes, a CRP can only be credited with entry into a Work Adjustment Program one time during the program year. Five or more hours of services (excluding transportation) constitutes one unit of full day services and three to five hours of service (excluding transportation) constitutes one unit of partial day service.

The VR Counselor will participate in scheduled staffing and receive reports showing the plan is being implemented and reasonable progress is being made toward achieving the overall goal, the program goals, and objectives. A written report will be completed by the CRP when the individual completes this phase of training. When ES Services are recommended, the report will contain an estimate of the number of months remaining to complete an extended services program for the individual.

## **EXTENDED SERVICES**

The Extended Services Program is designed to meet the needs of persons with significant disabilities who need an extended Work Adjustment Program. Counselor may authorize up to 9 calendar months of attendance for Extended Services by completing the RS-315. Movement into the Extended Services Program can be initiated only when the 60-day Work Adjustment Program has been fully utilized. Individuals may

exit the Extended Services Program prior to completing the 9-month period if the individual has achieved a rehabilitation goal. If a consumer drops out of the Program, the consumer may be readmitted as long as there are months remaining on the consumer's Extended Services Program. If the CRP officially discharges an individual, the individual may be readmitted by the Field Counselor completing a new RS-315. For funding purposes, a CRP can be credited with entry into an Extended Services Program only one time during the program year.

A consumer may enter Extended Services when the Counselor reviews/approves an Extended Services plan containing the following:

Documentation showing the client was involved in plan development;

- 1) A clearly stated justification for recommending this phase of services, along with a listing of appropriate goals and objectives to be attained. Goals/objectives will be stated in terms of competitive employment, sheltered employment (least desirable), supported employment, or other training, i.e., vocational technical school, on-the-job training, or any other specific vocational skills training.
- 2) Program goals stated in terms of how the overall goal will be achieved (these are stated behaviorally and define what the individual will be doing when the goal is reached);
- 3) Measurable objectives leading toward achievement of each program goal;
- 4) Target dates for completion of all goals and objectives;
- 5) Name of the CRP case manager who has the responsibility to coordinate the rehabilitative process, make reports, and amend the plan when necessary.

Five or more hours of service (excluding transportation) constitutes one unit of full day service and three to five hours of client service (excluding transportation) constitutes one unit of partial day service.

The VR Counselor will participate in scheduled staffing and obtain reports showing the plan is being implemented and reasonable progress is being made toward achieving the overall goal, program goals, and objectives. A written report will be obtained from the CRP when the consumer completes this phase of training.

## **CLOSURE INFORMATION**

When an individual exits a CRP, a Discharge Report (RS-348) will be completed and sent to the DCRSA. The CRP should retain one copy for its record and send a copy to the VR Field Counselor.

## **WAGE AND HOUR REGULATIONS IN SHELTERED WORKSHOPS**

All consumers in a CRP must be covered by a Department of Labor, Wage and Hour Sheltered Workshop/Patient Worker Certificate (WH-228 MIS, Rev. June 91). The CRP Wage and Hour Certificate will cover an individual during enrollment in the CRP and will authorize the CRP to reimburse the individual at a rate below the current minimum wage if appropriate. Consumers in CRP's will be paid on a piecework rate commensurate with the prevailing rate for the same type work being performed.

The Department of Labor Wage and Hour Certificate is required by the DCRSA Community Program Development Section as part of the Certification process.

## **CERTIFICATION POLICY**

Certification of a CRP's program of Assessment, Work Adjustment, and Extended Services is necessary to purchase services for eligible individual.

Certification is contingent upon:

- 1) Confirmation by the DCRSA District Manager of the need for a CRP within the community;
- 2) A confirmation by the DCRSA District Manager, and Counselor's to use the CRP if indicated;
- 3) The capability of the CRP to provide the established services.
- 4) The DCRSA recommends certification after investigation by OQAFC reveals compliance with the following prerequisites:
  - A. There is an organization with responsibility for providing building, equipment, staff, and leadership directed toward fulfilling the stated function of the CRP;
  - B. There is a written description of the program of services to be offered;
  - C. There is staff qualified to provide the services offered.
  - D. Sufficient workstations are identified and there is evidence that work will be available in sufficient quantity and type to meet program needs.
  - E. An annual budget is projected for the CRP's operation and approved by the parent organization, which sets forth estimated costs, and how these costs will be met.
  - F. There is an accessible physical plant of sufficient size and of adequate construction to meet program needs.

The Office of Quality Assurance and Federal Compliance will continually monitor each program through site surveys to determine its capability to provide authorized services. If it is noted that any of the six principles governing certification are not met, the Office of Quality Assurance and Federal Compliance will recommend corrective action to be taken. The program will be given a period of 30 to 60 days from the date of notification of recommendation to correct the deficiency. At the end of the specified time, if correction is not made, suspension of certification will occur. The certificate may be reinstated when DCRSA has documentation, which assures the program's capability to

provide the authorized services have been restored.

## **PROCESSING STATEMENTS OF ACCOUNT**

At the end of each month, the CRP will direct to the appropriate Counselor a Statement of Account. This statement will list the consumers, program, number of days each was in the program, and the amount charged to each. The per diem charged to each consumer reflects the cost of the provision of service for the month. The per diem is calculated by dividing the expenses by the total consumer days. The Counselor will, within a 24-hour period, review the statement. If the Statement of Account contains errors or lists unauthorized services, it will be returned to the CRP for correction.

Management Support will process all Statements of Account and forward a copy of the Statement of Account, the authorization form, and payment paperwork to the Counselor. The Counselor will review and sign off on the consolidated Statements of Account and attached paperwork and forward them to Management Support for payment processing. All Extended Services Statements will be reviewed and signed by the Counselor and forwarded to Management Support for processing.